

8th October 2026

Dear Parents and Carers,

We are writing to let you know that we are upgrading our school payment system and moving from ParentPay to iPay for all school transactions, including school dinners, trips and after-school clubs.

Why are we moving to iPayimpact?

The iPay platform offers a more streamlined, secure and user-friendly experience. Key benefits include:

- All-in-one management: View account statements, track purchase history and check balances for multiple children in one place.
- Convenient app access: Make payments securely from your phone, anytime and anywhere.
- Automated features: Set up low-balance alerts, manage recurring payments and view your child's lunchtime meal choices.

What do you need to do?

Look out for your activation letter

You will receive a separate letter containing your child's unique Account Reference Number, together with instructions on how to activate your iPay account after early next week.

Activation letters will be sent next week

Please keep this information safe, as you will need it to register and access your account.

Register on iPay: Visit iPayimpact and click 'Register'. You can also download the **iPayimpact app** from the [App Store](#) or [Google Play](#).

Link your child: Enter the Account Reference number from your letter to link your child's account to your profile.

What will happen to your ParentPay balance after 22nd October 2026?

- Free School Meal allowances will automatically transfer to iPay.
- Any existing ParentPay **meal balances** will automatically transfer to iPay **after 22nd October 2026**.

Please note:

- Any existing ParentPay automatic top-ups or saved payment cards will need to be set up again on your new iPay account once you have registered.



- Please ensure that any outstanding balances on your ParentPay account are cleared before students return to school after half-term (unless it is an "existing trip to be paid through ParentPay" - **please see sections below for more details**)
- Existing trips on ParentPay will remain available for payment until 31st December 2026.
- Any new trips created after 22nd October 2026 will be available to pay through iPay rather than ParentPay.

Existing trips to be paid through ParentPay

The following existing trips will remain available for payment through ParentPay until 31st December 2026.

- Sports Tour to Spain – Remaining balance: £457.00, due 18 December 2026
- Ski Trip – Remaining balance: £165.00, due 30 November 2026

Please ensure that payments for these trips are made through ParentPay before the relevant payment deadlines.

Need help?

If you have any questions, require a replacement activation letter or need assistance with the registration process, please contact the school office:

Email: office@nwschool.org.uk
Telephone: 01923 836363

Thank you for your continued support and cooperation as we make this transition to our new payment system.

Yours sincerely,

Northwood School

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